

WHAT IS CLAIMED

1. In a knowledge providing apparatus that is connected to a user terminal and provides, with respect to knowledge for supporting predetermined work performed by a user, the contents thereof corresponding to the level of skill of the user to the user terminal, and can provide knowledge of a particular type on the basis of a keyword retrieval operation, a knowledge providing apparatus characterized by comprising:

a user information database storing for each user the current level of skill in said work of the user and information related to the history of the work performed by the user; and

means for judging, when said predetermined work performed by an arbitrary user is terminated, the level of skill of the user again to update the current level of skill of the user in the user information database on the basis of the complexity of the contents of the work, information related to the evaluation of the results of the work, the number of times of keyword retrieval performed by the user during the work, the current level of skill of the user, and information related to the history of the work performed in the past by the user.

2. In a knowledge providing apparatus that is connected to a user terminal and provides to the user terminal knowledge for supporting predetermined work performed by a user,

a knowledge providing apparatus characterized by

comprising:

a knowledge database storing knowledge for supporting said work performed by the user; and

means for reading out required information from the knowledge database on the basis of access from the user terminal, generating display data on the basis of the read knowledge, and transmitting the generated display data to the user terminal,

the knowledge database storing for each work item in a predetermined unit the name of work, the contents of the work, and know-how in the work as well as undesirable results in a case where the know-how in the work is not used and the reason why the undesirable results occur.